

Corrective action when GX Works3 becomes slow in using antivirus software

■ Date of Issue

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■ Relevant Models

GX Works3

Thank you for your continued support of MELSOFT series.

A case where the behavior of GX Works3 becomes slow due to antivirus software have been found. The following explains the symptom and the corrective action.

1 SYMPTOM

GX Works3 may become slow due to some functions of antivirus software.

The symptoms listed below have been found when using OfficeScan® XG.

- Overall operations slow down, and the processing speed cannot be restored once it happens.
- The following operations in a ladder editor are slow: moving the cursor, searching a device, and using the simulation function.

2 CORRECTIVE ACTION

The following shows the corrective action when using OfficeScan XG.

It is confirmed that the symptoms shown above were solved with this corrective action.

Corrective action when using OfficeScan XG

Exclude GX Works3 files from the Real-time Scan targets by the following operations:

- Add the files to the scan exclusion list.
- Add the files to the trusted program list.

For setting methods for the scan exclusion list and trusted program list, refer to Help of the OfficeScan used.

■ Files to be specified

Specify the following files under 'GPPW3'.

○: Specify, —: Do not specify

File	Scan exclusion list	Trusted program list
(Path name)\GPPW3\GXW3.exe	○	○
(Path name)\GPPW3\Melco.GXW3.Archiver.dll	○	—

For '(path name),' specify the folder path in which GX Works3 is installed.

■ Considerations for changing settings

If configuring the scan exclusion setting in Real-time Scan, do not exclude the software in the other protection functions (Manual Scan or Scheduled Scan, for example) when executing a virus check.

Consult the administrator of antivirus software before actually changing settings.

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REVISIONS

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